

17 February 2014

Mr. Dale Johnson
The Civilized Plumber
1626 Hickory Drive
Lilburn, GA 30047

Dear Dale:

In the midst of the crazy weather last week, my aunt called me with a non-weather-related plumbing emergency. To some it may not have been anything more than an inconvenience, but to a wheelchair-bound octogenarian, it was an emergency.

I knew when I left the message that I would be lucky to get you within 24 hours, since pipes were still bursting across the city. I was stunned and delighted to have you pull in the driveway within two hours of my call.

You solved her plumbing emergency in less than 30 minutes and the charge for your service was very fair. It is such a relief to know when I refer you to family and friends, your fee will be commensurate with the work required, rather than elevated to match the emergency level.

Thank you for taking such good care of my family. I will continue to recommend you at every opportunity.

Warmest regards,



Jill Pullen